

Statement of Intent:

Provide Services to the JPL users of IT that are:

- Consistent*
- Predictable with published prices*
- Meet user needs*
- Do not exceed user needs at additional cost*
- Allow for tiered service at an additional cost*

It is expected that some or all of IT Services could be defined well enough to enable a Subcontractor to provide a methodology and a fixed price to maintain the service to established service levels. Work envisioned in this effort would at a minimum include monitoring and health of the computers/servers/or other hardware that the services run on, patching of software, upgrading of software (per a pre-agreed roadmap) and accepting upgrades or enhancements that are presented to the Subcontractor after proceeding through a lifecycle review. JPL is interested in Industry input on how much of the “stack” is reasonable for a Subcontractor to provide on a fixed priced basis.

It is highly likely that changes to many of the services would be engineered, tested and delivered by the same Subcontractor under a separately funded task. All engineering and development would be subject to following JPL’s Enterprise Architectural Principles, which at a minimum will ensure interoperability between services as required.

STATEMENT OF WORK (*)

1.0 The Subcontractor shall provide a broad range of Information Technology (IT) infrastructure services to JPL. These services include, but are not limited to, infrastructure that supports IT services, end user services and network operations, telecommunications operations and telecom administration and IT Security. In the performance of this effort, the Subcontractor shall provide on a fixed priced basis services in the following areas:

1.1 Infrastructure and End User Services Operations (**)

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the infrastructure that supports IT services, JPL End User Services and Telecommunications Services are operational 24 X 365 to the service levels specified for each service.

1.2 Network Operations

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the JPL Network Services are operational 24 X 365 to the service levels specified for each service.

1.3 Telecommunication Administration

This effort is to be performed as a (fixed price) service by the Subcontractor. Telecom invoices from all sources shall be validated and provided to JPL Invoice Management for processing.

1.4 Cable Plant Administration

This effort is to be performed as a (fixed price) service by the Subcontractor. The Subcontractor will maintain the as built configuration of the JPL Cable Plant, interface with facilities and operations to document and engineer any changes, adds, deletes from the cable plant and coordinate with third party cabling providers.

1.5 Cyber Security Services

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the JPL is in timely and actionable receipt of cyber security threats, preventative and remedial actions.

2.0 The Subcontractor shall provide network engineering, information systems development, system administration and cyber security support on an as needed basis (discretely funded on a Time and Material basis).

2.1 End User Services, Telecom and Network Engineering

This effort is to be performed on a Task basis by the Subcontractor. Service and Network Operational enhancements or changes that are identified by JPL or by the Subcontractor and approved by JPL shall be designed, engineered, developed and delivered to the operational service per the requirements of the JUMP (JPL's Project Management Lifecycle Process) Process.

2.2 System Administration

This is a support effort in which the Subcontractor shall perform system administration on Flight and Mission Systems as requested by customers of the OCIO.

2.3 Development Support for IT Solutions

This effort is to be performed on a Task basis by the Subcontractor. The Subcontractor will provide qualified staffing for the purpose of designing, developing, testing and implementation a broad range of IT solutions, applications and mobile applications delivered to operational service per the requirements of the JUMP Process.

2.4 Video Conferencing Engineering

This effort is to be performed on a Task basis by the Subcontractor. The Subcontractor shall be responsible for design and build (working with JPL Facilities) of new conference rooms or remodeling of conference rooms.

2.5 Cyber Security Engineering and Support

Additional IT Security effort may be performed on a Task basis by the Subcontractor to provide on demand response for cyber security investigations, forensics and/or remedial actions.

(*) THIS STATEMENT OF WORK REFLECTS A TOP LEVEL, GENERAL DESCRIPTION OF THE WORK EFFORT TO BE PROPOSED. AS ADDITIONAL DETAILS ARE DEVELOPED, THEY WILL BE RELEASED AND AVAILABLE ON THE JPL ACQUISITION WEB SITE.

(**) LISTING OF INFRASTRUCTURE AND END USER SERVICES (NOT ALL INCLUSIVE)

INFRASTRUCTURE

- Application Hosting Service
- Data Access Service
- Directory and Authentication Service
- Storage Service
- System Monitoring and Notification Service
- Unified Charging Service
- System Administration
- IT Security Data Base
- Sharepoint

END USER

- Network
- Telecom
- Application Hosting Service
- Backup and Recovery Service
- Data Access Service
- Electronic Library Service
- Enterprise Tool Service
- File Service
- IT Security Service
- Portal Service
- Storage Service
- Two-Factor Authentication Service
- Web Hosting Service
- System Administration